



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

January 11, 2010

Bill Scarfia, CFO
San Diego Regional Chamber of Commerce
402 West Broadway, Suite 1000
San Diego, CA 92101

Dear Mr. Scarfia:

RE: **FINAL MONITORING VISIT REPORT FOR SDRCC ENTREPRENEURIAL SKILLS TRAINING ET08-0447**

Date of the Visit:	12/10/09
Beginning/Ending Time:	2:00pm – 4:30pm
Date of Last Visit:	5/19/09
Visit Location:	San Diego
Persons in attendance:	Bill Scarfia, CFO, San Diego Regional Chamber of Commerce (SDRCC); Juanice Reyna, Account Services Coordinator, SCRCC; and Suzanne Godin, ETP Contract Specialist
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	4/07/08-4/06/10	Agreement Amount:	\$69,290
Training Start Date:	8/26/08	No. to Retain:	70
Date Training must be Completed:	1/05/10	Range of Hours:	8-200
Type of Trainee:	SET Small Business Owner	Weighted Ave. Hours:	40

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

AGREEMENT HISTORY

The agreement was approved at the March 2008 Panel Meeting and was executed on 4/14/08. Training began on 8/26/08. ETP approved one modification during the term of the Agreement that created two additional job numbers and increased the range of training hours from 8-60 to 8-200. Ms. Reyna reported that all training was completed on 6/17/09 which allowed for the retention period to be completed within the term ending date of the Agreement.

INTERVIEW WITH THE CONTRACT REPRESENTATIVE: BILL SCARFIA

When the last training session completed on 6/17/09, you had not yet decided whether or not you would continue to recruit for a subsequent training session. Marketing the program to small business owners and getting participants to make a commitment to attend classes was more challenging than anticipated; and you ultimately decided not to invest anymore staff time to the recruitment of eligible small business owners for additional training sessions.

You also stated that the ETP Small Business Owner eligibility criteria was extremely limiting; specifically the limitation that a business have no more than 9 full time employees and the requirement that each trainee have at least a 20 percent ownership in the business. You suggested that revising the eligibility criteria to allow participation of businesses with as many as 25 full time employees; as well as the inclusion of trainees who were not owners, but held an executive level position within the company (and had been designated by the owner as the company's representative), would make it easier to successfully secure small business participation.

On the positive side, you stated that ETP-funded entrepreneurial skills training did assist SDRCC in serving the training needs of the small business owners (who participated). The participants who completed the program acquired critical skill sets in topics such as marketing strategies, products & services; networking & referral, communication styles & principles; annual budgeting; day to day accounting systems; event management; developing business plans; business financing; and customer service & relationship building. You added that program evaluations completed by each owner stated that the training had given them the skills to improve productivity, develop a viable business plan, reduce operating costs, and increase overall business revenues.

Finally, Ms. Reyna reported that the ETP on-line project administration and record keeping systems were easy to work with when inputting data and that the implementation of the Help Desk (during this Agreement) was extremely value-added.

DISCUSSION OF PROJECTED EARNINGS:

Ms. Reyna stated that the statistics on the class/lab tracking system were correct which showed that 64 trainees (91% of planned retentions) completed the specified range of class/lab hours (8-200) and retention period. SDRCC tracked 2,268 eligible hours on the ETP class/lab tracking system for the aforementioned 64 trainees. Therefore, SDRCC is eligible to earn \$52,783 (75 percent of the encumbered amount). As of the date of this report, SDRCC had received \$52,783 in earned progress payments. The Fiscal Closeout letter has not yet been issued.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in Reten.)	Number of Trainees Completed Retention
1	29	29	0	29	0	29
2	5	5	0	5	0	5
3	22	22	1	21	21	21
4	9	9	0	9	9	9

TRAINING STATUS:

The statistical data submitted by you during this visit, as detailed above, agreed with the information contained on ETP's Trainee Status Report.

ATTENDANCE ROSTERS:

Attendance Rosters reviewed:	8/26/08-6/17/09	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	YES
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The contract analyst reconciled attendance rosters for 4 trainees from Job #3 and 4 trainees from Job #4.

INVOICES:

Ms. Godin assisted you in the submission of Invoice 8 for Progress Payment 4 (Final Payment for 8 trainees).

Documentation reviewed was consistent with information reported on Invoice	8	Yes
Progress Payment	N/A	N/A
Final Payment		Yes

AUDIT:

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

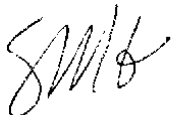
RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at sgodin@etp.ca.gov within ten (10) working days from the receipt date of this letter.

Sincerely,

Diana Torres, Manager
San Diego Regional Office



Suzanne Godin, Contract Analyst
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager
Diana Torres, Regional Manager
Master File
Project File
Transparency File